



CONTINUUM OF CARE REFORM

RFA and Core Services Program Statement Review

Webinar

April 28, 2017

3:00 PM – 4:30 PM

WELCOME, INTRODUCTION, and HOUSEKEEPING



WEBINAR GOALS

- CDSS Program Statement Review Process
- Overall finding of the submitted FFA program statements
- Overview of some information presented at the FFA Regional Trainings/Meetings in September 2016
- Best practices and other helpful tips to enhance program statements
- Next steps for program statements



Background

- As of 1/1/2017, FFA shall not accept applications to certify foster homes.
 - FFA can continue the certification process to approve or deny all certified family home applications received on or before December 31, 2016 (*in accordance with the laws applicable to certified family homes*).
- FFA may begin to implement the RFA program upon the submission to the department of a written program statement that includes a resource family program implementation plan and describes how the FFA will comply with the RFA standards and requirements.
 - Implementation may include recruiting new families and conducting background checks, trainings, health and safety assessments and psychosocial assessments. **But an FFA shall not approve an applicant or convert an existing certified family home until it receives approval from the department to do so.**
- FFA will finalize approval of resource families in lieu of certifying foster families **upon approval by the department of the FFA's resource family program implementation plan contained in the FFA's program statement.**



Background (*continued*)

- FFA may begin converting its existing certified family homes to approved resource families **upon approval by the department** of the FFA's RFA conversion plan contained in the FFA's program statement.
 - FFAs were encouraged to focus on the recruitment of new families and to create a detailed conversion plan for their existing certified family homes.
 - Conversion PIN has been published.
- FFA will utilize the “draft” version of the RFA forms specified in Section 88302(a) of the interim licensing standards until the final forms are posted. Upon finalization and posting of the forms, FFA will be required to use the final forms for new applicants from that date forward



CDSS Program Statement Review Process

- Expedited joint review between CCL and CCR
- Focus on RFA and Core Services
- RFA Implementation Plan Approval Letters were given to FFAs that provided enough information that shows they understood RFA
- FFA will continue to revise their program statement after approval
- The entire program statement will be given an approval letter as well



Overall Findings from Submitted Program Statements



Overall Findings from Submitted Program Statements

1. Lack of detail
2. Missing other RFA elements in the ILS
3. Did not answer all of the questions on the program statement coversheet
4. Formatting (not in binder, missing tabs and/or cover sheets, not in order per Table of Content, using wrong template, etc.)
5. Information copied directly from the ILS/Core Services Matrix/PIN/other internet website
6. Information found in other sections and are irrelevant in the section they are currently located



Possible Answer to #2: Missing RFA Elements

- The questions in the Program Statement templates were gathered from the FFA ILS as prompting questions to help guide the providers to complete the sections.
- Some FFAs utilized the ILS to complete the sections.
- Some FFAs completed the sections by only answering the questions on the section cover sheet.



Words to Keep In Mind

- **Detail**
- **How**



Some Main Points Presented At The FFA Regional Trainings/Meetings



PLAN OF OPERATION

(ILS, Art. 9.3, Section 88222)

- **The Plan of Operation shall be culturally relevant, trauma informed, and age and developmentally appropriate and include:**
 - **A detailed program statement.**
 - **An enhanced description of administrative organization and staffing plan for the FFA.**
 - **A detailed description regarding how the FFA will engage, coordinate, and/or contract with community resources or counties.**
 - **A detailed description of the policies, procedures, and practices concerning the FFA's continuous quality improvement.**



CONTINUOUS QUALITY IMPROVEMENT

(ILS, Art. 9.7, Section 88263)

- **An FFA shall develop written policies, procedures, and practices concerning the FFA's CQI.**
 - Based on the overall mission, vision, and values of FFA and active inclusion and participation of staff at all levels, children, and nonminor dependents, and community resources.
 - Include specific outcomes, indicators, and practices, including outcomes associated with trauma informed and culturally relevant services.
 - Address the collection of qualitative and quantitative data & information.
 - Include reviews – which analyze data
 - Utilization data to improve policies, practices, and programs.



PROGRAM STATEMENT

(ILS, Art. 9.3, Section 88222.1)

- The **Program Statement** shall be ***culturally relevant, trauma informed, and age and developmentally appropriate*** and **include a description of the following:**
 - Core services and supports.
 - How the FFA will participate in, collaborate with, and support the goals of the child and family team.
 - How the FFA will convert existing certified family homes to Resource Families.
 - How the FFA will comply with the RFA standards and requirements, as specified in Subchapter 1 of the ILS.
 - Among other requirements.



Resource Family Program Implementation Plan

(ILS, Art. 9.3, Section 88222.1(b)(18)(B))

- An orientation for staff and families.
 - So that staff and families are not surprised by the new changes.
 - This is not about the usual new employee orientation or orientation for prospective families.
- A staff development process, whereby staff enhance their knowledge, skills, and abilities to ensure they can effectively approve, monitor, and support Resource Families.
- Recruitment and hiring of new personnel, **as necessary**.
- Outreach, recruitment, and support for Resource Family **applicants**.
 - How does the FFA recruit new homes?
 - What type of support does the FFA provide for **applicants** (not the approved families but the applicants)?
- Retention and support services for certified parents converting to Resource Families.
- Any other strategies or approaches to be utilized to successfully implement the resource family approval program, including working with licensed adoption agencies, if applicable.

Needs to be included in Section 18.
Needs to be detail.



CORE SERVICES AND SUPPORTS

(ILS, Art. 9.7, Section 88278.1)

- A foster family agency shall provide core services directly, secured through agreements with other agencies, or both to children and nonminor dependents which are trauma informed and culturally relevant.
- **Agreements shall be current, documented, and maintained by the foster family agency and available upon request by the licensing agency.**



ACCESS TO MENTAL HEALTH

(ILS, Art. 9.9, Section 88289.1)

A foster family agency shall:

- Ensure children and nonminor dependents have access to mental health services **consistent with the child or nonminor dependent's case plan** provided by the county placing agency, or any other assessment or documentation identifying a mental health need.
 - An **FFA may directly provide** specialty mental health services only with a current Medi-Cal certification as an organizational provider of a county mental health plan.
 - An FFA that has **not obtained** a **Medi-Cal certification shall provide** children and nonminor dependents **access** to appropriate mental health services.



ACCESS TO MENTAL HEALTH

(ILS, Art. 9.9, Section 88289.1)

Program Statement

- ☐ **Describe whether or not your agency has a direct contract to provide specialty mental health services, if so for what services.**
- ☐ **Describe how your agency will engage and collaborate with counties to access mental health services for children.**
- ☐ **Identify relationships with county mental health plans to access mental health services for children.**
- ☐ **Describe the active efforts your agency will take to ensure children receive mental health services.**



DOCUMENTING MENTAL HEALTH SERVICES

Children/Nonminor Dependent

(ILS, Art. 9.7, Sections 88270 & 88270.1)

The following shall be documented in a child's or nonminor dependent's case record:

- **All mental health services received, name of the mental health entity, and dates the services were provided.**
- **Any inability to ensure access to mental health services and the reasons why the services were not provided.**



UPDATING PROGRAM STATEMENT

(ILS, Art. 9.3, Section 88222.1)

- **An FFA must submit an update program statement to the CDSS any time it makes changes to its program affect the services to children or nonminor dependents.**
- **An FFA shall also submit a copy of its updated program statement to all county placing agencies** with which placements are coordinated or for which services are provided, including the county in which the facility is located, for optional review.
 - FFA shall submit to the licensing agency a list of the county placing agencies to whom its program statement was submitted.



CCR Themes

Culturally Relevant

- Self-awareness and respect of others' cultures and cultural influences.

Trauma Informed

- Supports that recognize and respond to the varying impact of traumatic stress on children.

Age or Developmentally Appropriate

- Activities or items that are generally accepted as suitable for children of the same chronological age or level of maturity or that are determined to be developmentally appropriate for a child, based on the development of cognitive, emotional, physical, and behavioral capacities that are typical for an age or age group.

These themes should be reflected throughout the program statement. It can begin in the Plan of Operation.

Best Practices



Best Practice: There should be a description of when these forms will be used and for what.

RFA FORMS

(ILS, Subchapter 1, Section 88302)

Mandatory Forms

- LIC 01A: Resource Family Application
- LIC 508D: Out-of-State Disclosure and Criminal Record Statement
- LIC 198B: Resource Family Out-Of-State Child Abuse/Neglect Report Request
- LIC 01C: Resource Family Application – Confidential
- LIC 03: Resource Family Home Health and Safety Assessment Checklist

Optional Forms*

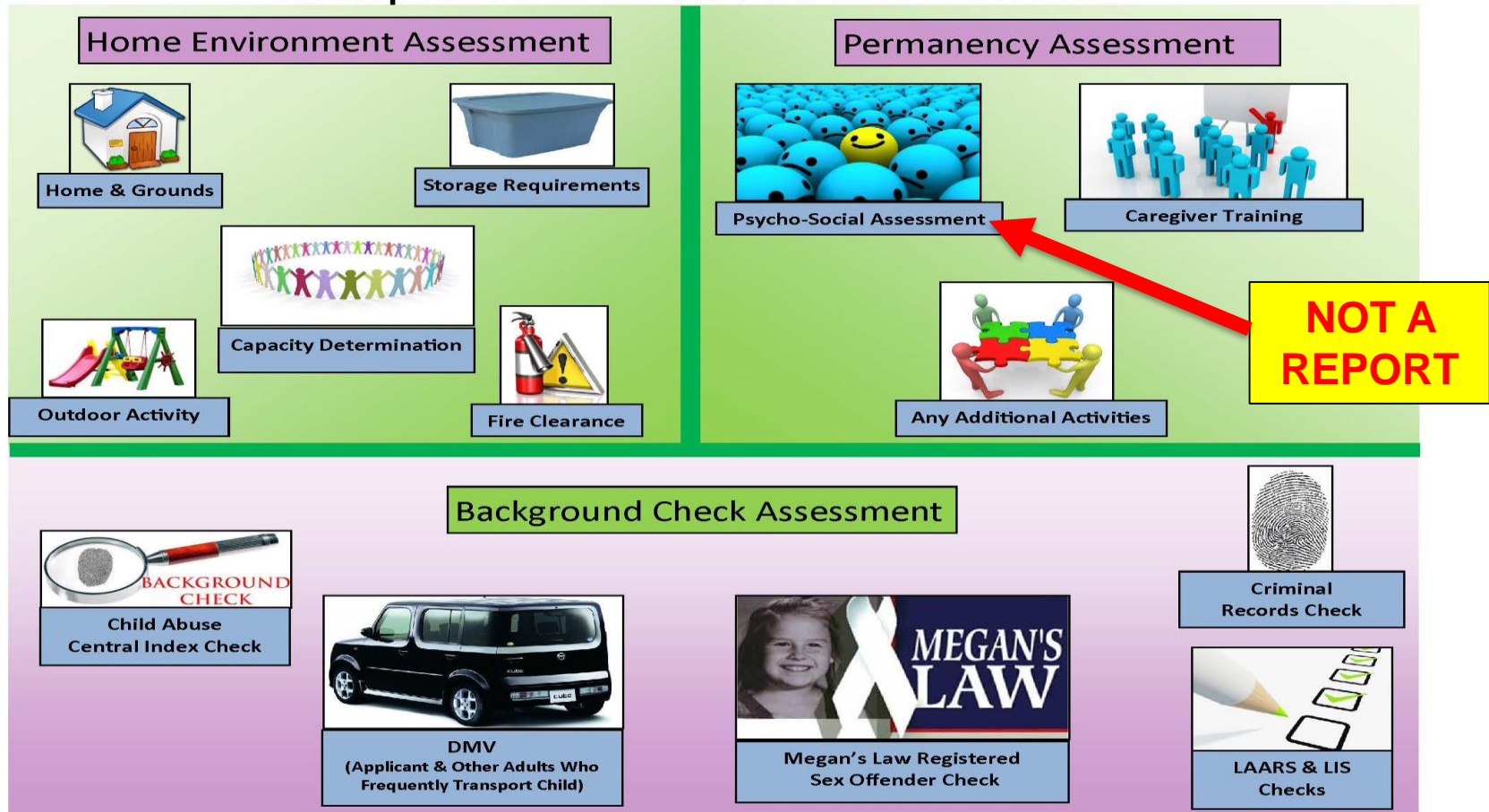
- RFA-02: Resource Family Background Checklist and Out-of-State Child Abuse Registry Checklist
- RFA-04: Resource Family Risk Assessment
- RFA-05: Resource Family Approval Written Report
- LIC-05A: Resource Family Approval Certificate
- RFA-06: Resource Family Approval Written Report Update
- RFA-07: Health Screening
- RFA-08: Tuberculosis (TB) Screening Questionnaire



COMPREHENSIVE ASSESSMENT

(ILS, Subchapter 1, Section 88331.1)

Comprehensive RFA Assessment



PRE-APPROVAL TRAINING

(ILS, Subchapter 1, Sections 88331.6 & 88431.3)

1. A foster family agency shall require an applicant to complete a minimum of **12 hours of pre-approval** training prior to Resource Family Approval. Training shall include:
 - Orientation
 - Courses identified in WIC 16519.5(g)
 - Options for Permanency
 - **Birth Parent Relationships and Safety Issues Regarding Contact**
 - Knowledge and skills related to Reasonable and Prudent Parent Standard

2. CPR and First Aid Training

Might be similar to the FFA's pre-certification process.



WRITTEN REPORT

(ILS, Subchapter 1, Section 88331.7)

A Written Report shall include:

- Results of the comprehensive assessment.
- The reasons the applicant pursued becoming a Resource Family.
- A summary and evaluation of the applicant's personal history and background check assessments.
- Verification pre-approval training was completed by the applicant.
- Applicant's commitment and capability to meet the needs of a child or nonminor dependent.
- Capacity determination
- A summary of the applicant's understanding of the legal and financial responsibilities for providing care to a child or nonminor dependent including understanding foster care payment rates, Kin-GAP, and AAP.
- The characteristics of a child or nonminor dependent the applicant may best serve.
- Any resources, services, or training which would assist an applicant in meeting the needs of a child or nonminor dependent .

Need Detailed Description of this Process.

This might be a new policy/procedure.



SAFE Homestudy Update

- Consortium for Children has copyright for SAFE.
- CDSS has been working with Consortium for Children to update SAFE.
- Consortium has created a “SAFE RFA Written Report” template.
 - FFAs can use the RFA 05, SAFE RFA Written Report template, or create their own template.
 - FFAs has to be SAFE certified in order to use SAFE materials.
- The current SAFE Homestudy template does not have RFA terminology (has adoption terminology) and is missing some RFA required elements.

SAFE Homestudy website: <http://www.safehomestudy.org/Home.aspx>



MONITORING RESOURCE FAMILIES

(ILS, Subchapter 1, Article 5, Section 88363)

A foster family agency shall monitor Resource Families through the following:

- Conducting annual updates as required by Section 88371.
- Conducting periodic evaluations and home environment assessments, as necessary.
- Developing corrective action plans to correct identified deficiencies of Resource Families.
- Requiring Resource Families to comply with corrective action plans.

**Need Detailed Description of this Process.
This might be a new policy/procedure.**



STAFFING REQUIREMENTS

(ILS, Subchapter 1, Article 5)

- Administrator – Qualifications and Duties
- Social Work Supervisor
- **Social Work Personnel**
 - **Must have a master's degree 88265.3(d)(1)**

88364 (d) – page 129 of the ILS

***An administrator shall ensure social work personnel participating in the assessment and evaluation of an applicant or Resource Family meet core competency requirements, including having necessary knowledge and skills.**



RESOURCE FAMILY CASE RECORD

(ILS, Subchapter 1, Article 5 Section 88369.7)

An FFA shall maintain a case record for each resource family. The case record shall include:

- ✓ A copy of the application and supporting documents.
- ✓ Documents pertaining to the comprehensive assessment.
- ✓ Documents pertaining to the annual update.
- ✓ Verification of training.
- ✓ A copy of the Written Report.
- ✓ Copies of complaint investigation reports and actions, if applicable.
- ✓ Among other things (See 88369.7 for additional requirements).

**Need Detailed Description of this Process.
This might be a new policy/procedure.**



ANNUAL UPDATES

(ILS, Subchapter 1, Article 5, Section 88371)

- **At least annually a FFA shall update the approval of a Resource Family that includes:**
 - Updated home environment and psychosocial assessment
 - Ensure post- approval training is completed
 - Verification of subsequent arrest notification (rap back) service is in place for all adults living in the home.
 - Interview all individuals residing in the home
- **A completed update shall begin a new annual period.**
- **A foster family agency shall provide a copy of the annual update to the Resource Family upon completion.**

**Need Detailed Description of this Process.
This might be a new policy/procedure.**



ANNUAL TRAINING

(ILS, Subchapter 1, Article 5, Section 88372)

A foster family agency shall ensure a Resource Family completes a minimum of **8 hours of annual post-approval training**, provided by qualified sources that shall include the following:

- One or more of the courses specified in Welfare and Institutions Code section 16519.5(g)(13).
- Knowledge and skills related to the application of the Reasonable and Prudent Parent Standard.
- **Verify that each member of a Resource Family maintains current certificates for cardiopulmonary resuscitation (CPR) and first aid training.**

**Need Detailed Description of this Process.
This might be a new policy/procedure.
Might be similar to the FFA's re-certification
procedure.**



Providing Services to Indian Children

(ILS, Art. 9.7, Section 88278.1)

- Program Statement says the FFA “welcome and will comply with ICWA regulations.”
 - Need more detail such as:
 - What do FFAs Currently Do Now in Providing Services to Indian Children?
 - How do the FFA know who to contact from the tribe?
 - How will the FFA learn about the child’s culture and traditions and provide assistance to the resource families?
 - Did the program statement mention “active efforts?” If so, how would the FFA apply active efforts?
 - Etc.



Core Services

(ILS, Art. 9.7, Section 88278.1)

- What are the activities/operation of each of the Core Services that you have been doing now?
- For example,
 - What do you currently do now for children of Native American heritage?
 - If your agency also have an adoption license, do you provide post-adoption services?
 - How are you supporting school-age children and meeting the necessary requirements such as making sure the child is enrolled into school immediately and if the school does not let the child attend school, what is the next step for them?
 - How do you support family finding? If Billy starts talking about his favorite uncle, Uncle Bob from Oregon, what does your FFA Social Workers do with this information?
 - What are you doing right now for youths who are in the process of transitioning to adulthood? Youths who plans to leave the foster care system or Youths who plans to continue to utilize the foster care system for additional support.
 - Etc.



Core Services *continued*

(ILS, Art. 9.7, Section 88278.1)

- Which Core Services are the FFA providing?
- Which Core Services are contracted services providing?



Core Services (a) Specialty Mental Health Services

(ILS, Art. 9.7, Section 88278.1)

- A foster family agency shall not directly provide Medi-Cal specialty mental health services **without a current mental health program approval** as required by the Department of Health Care Services.
 - Assessment
 - Plan Development
 - Targeted Case Management
 - Individual, Family, or Group Therapy
 - Medication Support Services
 - Crisis Stabilization



Plan of Operation

Job Description

(ILS, Art. 9.3, Section 88222(d)(6))

(ILS, Art. 9.7, Section 88264, 88265.2, 88265.3)

(ILS, Subchapter 1, Article 5, Section 88364, 88365.2, 88365.3)

- A staffing plan that shall include:
 - Complete job descriptions of all foster family agency positions, including number, classification, qualification, and duties of staff.
 - Administrator, Social Work Supervisor, and Social Work Personnel Needs to be updated.



Other Helpful Tips to Improve the Program Statement



Report Format

- Include introductions in each Section and/or sub-sections (if needed)
- Include sub-section title that are bolded



How Can FFAs Improve Their Program Statement?

- If there are already policies and procedures in place, include them in the Program Statement.
 - Don't forget to include an introductory paragraph.
- Include list or schedule of trainings (including course description if available).
- Survey agency social workers.
- Utilize the ILS as a **guide** in writing or updating the program statement.



Copying versus Summarizing

- Should there be any changes to the ILS, the FFA will have to resubmit an updated program statement to CCL.
 1. The FFA will also have to submit a copy of its updated program statement to all county placing agencies for optional review.
 2. The FFA will also have to submit CCL a list of the county placing agencies to whom its program statement was submitted.
- Copying = extra workload



Another Reason Not to Copy

- Conversion PIN 17-03-CRP:
 - Page 3, second bullet
 - Within 20 calendar days of receiving the LIC-00, the CDSS Adoption Regional Office or licensed adoption agency shall disclose an adoption home study and any updates to an adoption home study to the foster family agency.
 - This pertains to what an adoption agency must do.
 - FFAs cannot tell adoption agencies what to do.



Repetition in the Program Statement Template

- Program Statement has same or similar questions in different Sections.
 - Such as Conversion is found in Section 13, 17, and 18.
- Options to address repetition:
 1. Refer the reader to one particular section.
 - Pro: Any changes to the question will be modify in one section instead of all relevant sections.
 - Con: Reader will have to go the referred section to review.
 2. Include the description in all of the sections.
 - Pro: Reader does not need to skip over to the other section to review or wait to review.
 - Con: Any changes to the question will need to be modify in ALL relevant sections instead of just one section.



The Identity of a Foster Family Agency Under RFA

- ❖ Foster Family Agency is still Foster Family Agency.
- ❖ Foster Family Agency is not FFA/RFA agency or RFA agency.
- ❖ Foster children are not Resource children.



How To Reference RFA

- Resource Family Home
- Resource Family Parent(s) or Resource Parent(s)
- Resource Family Applicants
- Approved Resource Family Home
- Annual Update replaces Recertification
 - *No such thing as re-approval or post-approval*
- Prospective Resource Family Applicants
- Prospective Resource Family Parent(s)



How To Reference Both Certified and RFA

- Certified foster/resource parent(s)
- Recertification of certified foster parent(s)/annual approval of resource parent(s)
- Recertification/annual approval of certified foster/resource parent(s)



STRUCTURE OF FFA INTERIM LICENSING STANDARDS

The ILS build upon the existing FFA regulations:

- **Begin with Article 9, CCR Requirements**
 - All licensed FFAs shall be governed by the ILS in Article 9 along with the regulatory provisions contained in Chapter 8.8.
- **Include Subchapter 1, Resource Family Approval Program Requirements**
 - Includes the provisions of the County RFA Written Directives
 - *Note: The county RFA Written Directives do not apply to an FFA implementing RFA.*



Ask Questions

- Ask your LPA
- Ask the CCR staff that reviewed your program statement
- Email the CCR mailbox
- Email the RFA mailbox
- Research your answer on the CCR website or CCL website



Overall Findings from Submitted Program Statements

1. Lack of detail
 - What is the process? How? Not will, but how? Who is responsible? Frequency? etc.
2. Missing other RFA elements in the ILS
 - Use the ILS as a guide to ensure your program statement has captured all the elements needed to implement RFA.
3. Did not answer all of the questions on the program statement coversheet
 - Use the program statement coversheet as a checklist to ensure you've captured all the questions.
4. Formatting (not in binder, missing tabs, cover sheets, not in order per Table of Content, using wrong template, etc.)
 - See Page II of the program statement template for formatting.
5. Information copied directly from the ILS/Core Services Matrix/PIN/other internet website
 - Need detail. What is the process? How? Not will, but how? Who is responsible? Frequency? etc.
6. Information found in other sections and are irrelevant in the section they are currently located
 - Use the program statement coversheet as a checklist to ensure you've captured all the questions.



Next Steps



Expectations of Program Statements

- The Plan of Operation/Program Statement **will not be perfect.**
- The Plan of Operation/Program Statement **should not be a copy** of the Interim Licensing Standards and/or Conversion PIN.
- The Plan of Operation/Program Statement will become **a working document.**



FFA RFA Implementation Plan

Review Status Summary

RFA Program Approval Status	Number	Percentage
APPROVED	100	50%
Approval Pending	28	14%
Incomplete	69	35%
Review In Process	3	2%
Total	200	100%

CDSS Review Status	Number	Percentage
APPROVED	100	50%
FFA Revising	69	35%
CCL/CCR Reviewing	9	5%
CCL Reviewing	22	11%
Total	200	100%



New CDSS Websites

Continuum of Care Reform

[http://www.cdss.ca.gov/info
resources/Continuum-of-
Care-Reform](http://www.cdss.ca.gov/inforesources/Continuum-of-Care-Reform)

Community Care Licensing

[http://www.cdss.ca.gov/info
resources/Community-
Care-Licensing](http://www.cdss.ca.gov/inforesources/Community-Care-Licensing)





Webinar Meeting Adjourn

*Thank you for
your participation!*

If you have any questions, please send to:
maiyer.vang@dss.ca.gov,
ccr@dss.ca.gov, or rfa@dss.ca.gov

